



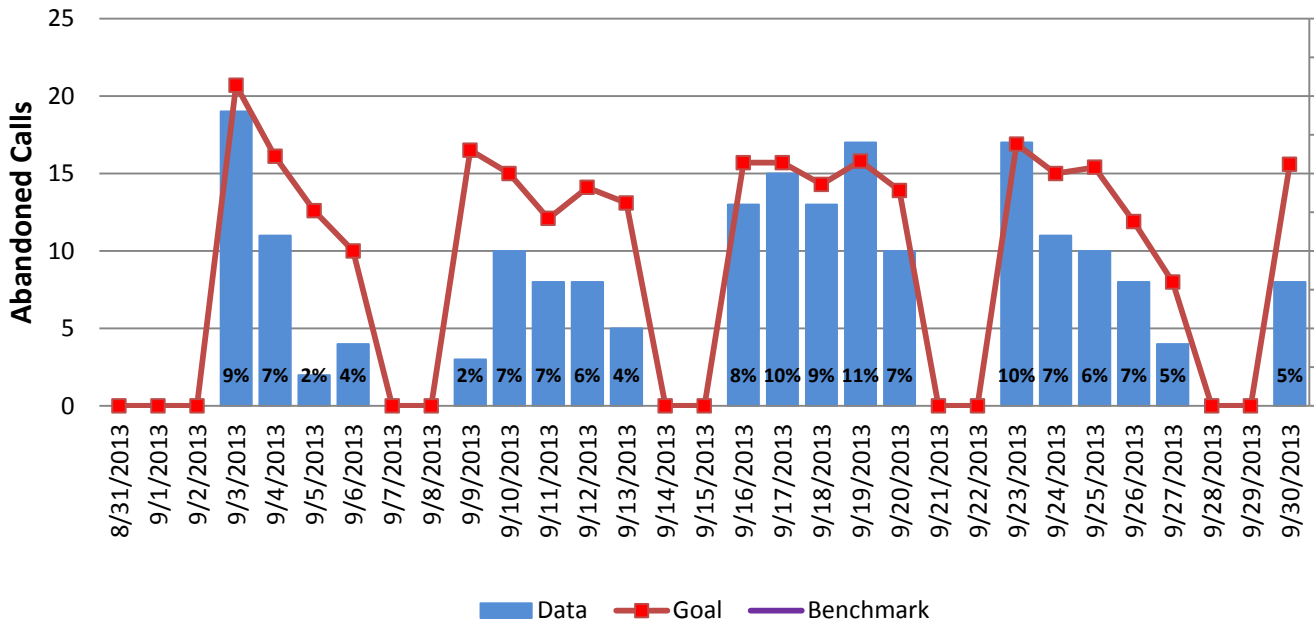
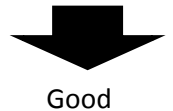
# Service Desk Call Abandonment

## Information Technology

### 11/13/2013

Measurement method		Why measure?		What is our goal?	
The number of inbound phone calls made to the Service Desk that are abandoned by the customer before speaking to a technician		The ability to contact the Service Desk and report issues and/or needs in a timely manner better enables Metro Technology Services to support employees		No greater than 10 percent of Service Desk calls are unanswered.	
How are we doing?					
Aug31-Sep30 Monthly Goal	Aug31-Sep30 Monthly Total		Sep30 Goal	Sep30 Actual	
288	196		16	8	
Abandoned Calls	Abandoned Calls		Abandoned Calls	Abandoned Calls	
			Performance Stoplight Key		
			Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data		

## Service Desk Call Abandonment



LOUISVILLE METRO  
**OFFICE OF  
PERFORMANCE  
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